

# DEPARTMENT OF COMMUNICATION SERVICES BULLETIN 2013-1

Agency Heads

January 31, 2013

Bureau Heads

Telephone Coordinators:

## **Re: Potential cost savings by reviewing telephone bills**

Telephone bills are sent to agencies to allow you to manage this tool and make changes as necessary. An important aspect of managing telephones is the regular review of bills. The bills include useful information on the telephone numbers assigned to your agency, costs, usage, and an itemization of long distance calls for land lines. The bills for cellular service also provide an itemization of calls made, received and the call duration.

Please review your bills for each month to determine whether you require all of the lines and features (long distance, caller ID, etc.) that have been ordered by your agency. Over time needs change and lines or features previously ordered may no longer be needed. If in your review of the bills, your agency determines that the line/s and or features are no longer needed for your business purposes, you must notify the Department of Communication Services, Municipal Telephone Exchange by submitting a Telephone Service Request to terminate the line/s or features (AM 507-1-1). The bills should also be reviewed for accuracy of the billing account and location. You may submit the TSR electronically to TSR(MTE) for Centrex services and CPR,MTE for cellular services.

It is recommended that you identify how the line or feature is used before you request termination. Some lines may have been ordered as restricted lines or for purposes that will have limited usage; examples include lines that are restricted for "receiving calls only", and therefore will not show usage and lines assigned for elevators, alarms or modems. These numbers will only show usage charges on the bill when a call is placed from the elevator and or the alarm system dials out or the modem is used.

The call data information on both the Centrex and cellular bills allows you to review calls by each number and calling patterns for long distance and cellular use. Please remember that personal calls must be reimbursed. Therefore, it is important that you remind employees that the telephone use is for business purposes and that they are required to reimburse the City for personal calls (AM 507-1).

The above actions on your part will assist the City in reducing telephone costs. The Department of Communication Services will have a physical assessment of lines as part of the implementation of the Telecommunications Improvement and Procurement Project. However, regular review of your telephone bills can result in immediate cost savings by your agency.

**Simon Etta; Acting Director**